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ASTR-0051  
09/756,471

PTO/SB/97 (08-04)

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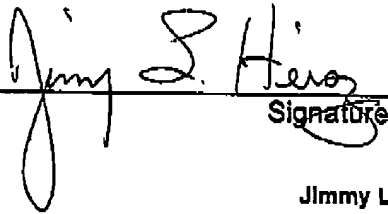
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• Interview Summary (pp )

on March 7, 2006  
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Jimmy L. Heisz

Typed or printed name of person signing Certificate

38,914

Registration Number, if applicable

(972) 480-8800

Telephone Number

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MAR 07 2006

PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Alasdhair Campbell

Serial No.: 09/756,471

Filed: January 8, 2001

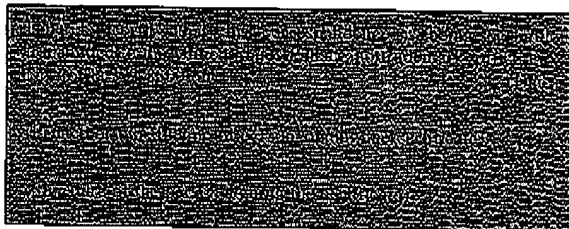
Title: CUSTOMER COMMUNICATION SERVICE SYSTEM

Grp./A.U.: 2645

Examiner: Gauthier, Gerald

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Sir:

STATEMENT OF THE SUBSTANCE OF APPLICANT INITIATED INTERVIEW IN  
ACCORDANCE WITH C.F.R. § 1.133(b)

Summarized below is the substance of a telephone interview between Examiner Gauthier, and the under signed attorney of record, held on March 7, 2006. This interview was initiated by Mr. Heisz calling Examiner Gauthier's supervisor on March 6, 2006 to request the interview because Examiner Gauthier was newly assigned to examine the application and Mr. Heisz did not have his phone number in his file.

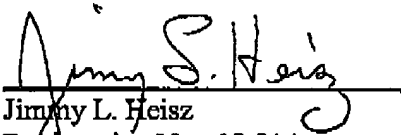
In the telephone interview, Examiner Gauthier and Mr. Heisz discussed the Advisory Action mailed on March 2, 2006 in response to a February 15, 2006, response by Applicant to a Final Office Action. The Advisory Action stated that all claims were being rejected because the amendments

raised new issues that required further examination. Mr. Heisz pointed out that the amendments made to the claims were those required by the previous examiner to (i) overcome an objection to Claims 4-11 because they were based on a rejected base claim; and (ii) to correct an antecedent basis problem in Claim 1. Examiner Gauthier agreed that Claims 4-11 should be allowed as amended but that he wanted to review independent Claim 1 to ascertain whether a further art search would be required. Examiner Gauthier stated that he would reissue an Advisory Action indicating that Claims 4-11 are allowable. He also stated that he would make a determination as to what should be done with respect to Claims 1 and 2 after further review but that, most likely, he would require prosecution to be reopened so that he could do a further art search.

The Applicants request the Examiner to telephone the undersigned attorney of record at (972) 480-8800 if such would further or expedite the prosecution of the present application.

Respectfully submitted,

HITT GAINES, P.C.

  
Jimmy L. Heisz  
Registration No. 38,914

Dated: March 7, 2006